

To Make A Complaint\Report:

To file a written complaint, include your name, telephone number, and address as well as the name(s) of any resident(s)/patient(s) involved, identify the name of the healthcare provider being reported, and provide a detailed summary of concerns. Please give as much information as possible.

There are four ways in which you can make a complaint:

1. By **Email:** AHS.DAILSCIntake@vermont.gov ****Preferred Method****
2. By **FAX:** 1-802-241-0383
3. **Call Toll Free:** 1-888-700-5330

When filing a complaint via telephone, please be prepared to:

1. Provide your name, telephone number, and address. However, anonymous complaints are accepted as well.
 2. Identify the name of the facility/provider being reported;
 3. Provide a detailed summary of concerns;
 4. Provide additional details as requested by the S&C staff.
4. By **US Mail:** Survey & Certification Complaint Intake
Division of Licensing and Protection
HC 2 SOUTH
280 State Drive
Waterbury, VT 05671-2060

****Messages left after normal business hours, (to include evenings, weekends and holidays) will be returned during regular business hours.***